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DeVore appointed Superintendent of Soldiers Home



Governor
Gregoire
has
confirmed
the
appointment
of David
De Vore as

Superintendent of the
Washington Soldiers Home,
effective July 1, 2005!

A 27 year retiree from
the United States Navy, David
has worked since March,
2002, for the State of
Washington. Over the past
year, he has proven his
commitment to veterans by
serving as the Associate
Superintendent of the
Soldiers Home. David has
proven his exemplary
leadership skills throughout
his employment with WDVA
and has established positive
working relationships with the
Orting Community and
Veterans Organizations that
support the Soldiers Home.
David has completed his
Administrator in Training
Program to become a
Licensed Nursing Home
Administrator, a requirement
for the Superintendent
position, and holds a
Bachelors Degree in Health
Sciences from the George
Washington University in
Washington D.C.

Spokane Celebrates With Their Own Kitchen!

By Kathy Magonigle

No longer is food carted in large bulk,
while dietary staff race to keep hot foods
hot and cold foods cold. Gone is the worry of,
"Did we get enough meat delivered for this
meal?" Spokane Veterans Home is very
excited about their marvelous new kitchen
and additional dining space.

New staff joined us in a wonderfully
new, spacious kitchen with broiler, deep fryer,
large grill, convection ovens, and grandiose
soup kettle. Work space that you usually
dream about! Ample walk in cooler and
freezer, with a dry storage room just off the
prep areas. The dishwashing room features
all "green" (environmentally safe) products.

Staff will be wearing their professional
service attire, chef's coats, uniform black
pants, polo's for casual days, and topped with
chef's hats for the cooking staff. It is our
expectation to create a pleasurable dining
experience for our residents. New tables and
chairs are on order to better accommodate
our resident's needs. An added feature is our
beverage station in the main dining room.

We will be going to a new menu
program on August 8th, FirstLink, which can
customize our own menus to better serve
special diets. We will be introducing some
dishes from resident's personal recipes, as
well. In addition, the dietary manager, Tonie
Crosby, will be meeting with Resident Council
to get their input on favorite requests and
possibly form a food committee. This
committee would be comprised of various
departments to accentuate special events and
dietary needs.

Our first family dinner, for resident's
family members, is expected in late August.
The menu includes prime rib, steamed
rosemary baby red potatoes, garlic buttered
asparagus, choice of soup or salad, dinner
rolls, and for dessert black forest cake.



Dietary Staff (L to R) Liz Miller, FSA1; Renee Gomez,
FSA2; Tonie Crosby, Dietary Mgr.; Allison Elmer, FSA1;
Dan Oehler, Cook3; and Amy Hoffman, FSA1.
NOT SHOWN: Shawn Wright, and Wendy Anderson,
Cook 2's. FSA's Jessica Verburg, Jeff Mitchell, Chuck
McGee, Luan Chappell, Annie Miller, Paul Kofmehl, and
Carla Arnold. Karin Gilchrist & Judie Engel, Registered
Clinical Dieticians.

Other Special dinner plans include an
open house buffet for community veterans
and local legislative representatives, in
September.

Staff may have the opportunity to
purchase meals beginning this fall.



Ms. Tonie Crosby, dietary
manager, has been working in
the food service industry for
eleven years. She is a member
of the American Culinary
Federation, a certified Food
Service Manager, and is a

"train-the-trainer" for ServSafe. Ms. Crosby
has worked at long term care facilities for
several years, most recently as the Dining
Service Coordinator at Alterra Clare Bridge,
an assisted living facility. She is especially
pleased to have the opportunity to share in
the care of our veterans...Our heros.

Karin Gilchrist remains as the
Registered Clinical Dietician for our facility.
Her expertise and clinical experience is a
strength and asset for our resident's.

If you are visiting Spokane, please stop
by to see what kind of dining experience our
veterans and their families can now enjoy!

We Want You... to be an Agency Ambassador!



As members of the WDVA Team, we all have a vested interest in making sure our three State Veterans Homes and our Field Services Network serve as many veterans as possible.

Let's face it, these veterans are the reason the State Department of Veterans Affairs exists!

Budget shortfalls in recent years have served as reminders that we must be pro-active in showing the value of our Agency in the Priorities of Government.

Have you ever been asked where you work only to have someone say, "I'm a veteran, I wonder if I am entitled to any benefits?" or "I've never heard of the State Veterans Home (in Retsil, Orting, Spokane), I wonder if my Dad qualifies?"

Wouldn't it be helpful to be able to provide them with a business card or brochure that could lead them to answers, and quite possibly make a positive change in their lives?

Help is on the Way!

As a way to help all of us provide information to our fellow Washington residents, your agency Marketing Team will provide all interested employees with a **Trunk Kit**. This small packet of information is meant to fit in your trunk, glove-compartment or under the front seat of your car. Then if you are asked a question about the Homes or Benefits, you can open your Trunk Kit and share an informational brochure or business card including toll-free phone numbers.

You will become an Agency Ambassador and help to ensure our agency remains successful. At the same time, you will be providing great customer service to fellow Washingtonians!

What if I don't know what the role of the Veterans Benefits Specialists or Centralized Admissions Team is?

You don't need to be an expert on every aspect of our agency. The Trunk Kit will help you put people in touch with the experts, whether their question is on Benefits or Admissions.

What is in a Trunk Kit?

Your kit will include the following brochures, plus several business cards

including toll-free numbers to contact a Veterans Benefits Specialist or the Centralized Admissions Team.

Brochures:

Veterans Homes (either Western Washington or Eastern Washington)
WA State Benefits for Veterans and Family Members (Red Brochure)
Guide for Families of Veterans (Purple Brochure)
Post Traumatic Stress Disorder (Blue Brochure)

Cards:

Veterans Claims & Benefits
Susie Houston, Centralized Admissions

Where do I get a Trunk Kit?

In August, 2005, your manager or supervisor will share information with you about the kits and ask if you would like one. Each Veterans Home, Service Center and Central Office has a marketing team member that will serve as your **Trunk Kit Coordinator**, they are:

Orting:	Lynn Zemke
Retsil:	Catherine Shaw
Spokane:	Kaye Conrath
Olympia Service Center:	Susie Houston
Seattle Service Center:	Heidi Audette
Central Office:	Heidi Audette

What happens when my Trunk Kit is Empty?

Contact your Trunk Kit Coordinator and let them know what items you need. (When passing out information from your Trunk Kit, give away only the paper business cards & brochures. Keep the plastic trunk kit envelope and re-fill it to use again!)

Who can I call if I have Questions?

Contact your Trunk Kit Coordinator or Jim Petrulli, who will oversee the Trunk Kit program as a member of the marketing team. If you have questions, suggestions or just need more information, please send Jim a message at: jimp@dva.wa.gov or give him a call at: (253) 514-0369.



Trunk Kits are available through (L to R) Heidi Audette; Robin Wittenberg; Lynn Zemke; Susie Houston; Catherine Shaw; Marion Lazarus or Kaye Conrath (not pictured).

Promoting Agency Programs

Who is on the Marketing Team and What do they do?

You just met the team members if you read the article about Trunk Kits on the previous page.

These people are Agency Ambassadors. They represent everything our agency stands for. These people have the awesome responsibility of forming future relationships with prospective residents, employees, volunteers and other customers. Their attitude and knowledge help to create positive or negative perceptions in the minds of others.

Why do we have a marketing team?

As the old adage states, "out of sight, out of mind." And, since memorability is a key factor associated with marketing, if we're not seen, how can we possibly be remembered! Investing in marketing means that we're interested and willing to focus on long-term results.

What have our Agency Ambassadors been doing to Market the agency?

Ambassadors from Retsil recently provided root beer floats, lattes and Italian sodas to senior center attendees as a fun way to distribute information (you know people often need an incentive to come hear a sales pitch).

Retsil also recruited young sailors from the USS Stennis to assist with the new facility "move in" and other sailors from the HMS Jackson did some painting in building 10.

Scheduling civic groups and clubs to assist with programs at the home is continually done. Currently, supporting veterans is very popular. Motorcycle clubs have been supporting the homes for years. They donate clothing

and equipment and help the residents during events like the fishing derby and the Reno Day programs at Orting.

In Spokane, the media was invited to Orin Peterson's 105th birthday party. Setting up resident interviews is a great way to get exposure in the newspapers.

Ambassadors have been conducting "cold calls" to prior applicants. This is proving to be the least expensive activity done with the best return on the investment.

These Ambassadors, as well as others, have been giving presentations at senior awareness/wellness fairs, Armed Services Committee meetings and Chamber of Commerce meetings. Networking is an important part of any marketing plan.

These are just some of the ways our Ambassadors are making communities aware of how we are "Serving Those Who Served." Let us know your ideas for other ways to be an Ambassador!



James Petrulli, R.N., MSN recently joined the agency Marketing Team and Centralized Admissions Team.

Jim comes to us with a distinguished background beginning with his service as an Air Force corpsman. He completed his Bachelor of Science in Nursing in Missouri, an Adult Nurse Practitioner program in Arizona, and his Masters of Science degree in California.

Previously, Jim was a Chief Nurse Executive with the federal VA in several states, DNS at the Washington Veterans Home and most recently established a private geriatric care practice in the Gig Harbor area.

WDVA 2005-2007 Budget Changes

In addition to the 2,500 bills introduced in 2005, the Legislature was also responsible for writing the biennial budget. With shrinking resources and recent state-wide budget shortfalls, WDVA and leaders in the Veterans' Community, have worked hard to show the Legislature how our work for Veterans fits into the Priorities of Government, namely:

- ◆ Improve the **health** of Washington citizens
- ◆ Improve the **security** of Washington's vulnerable children and adults
- ◆ Improve the economic vitality of business and individuals
- ◆ Strengthen government's ability to achieve its results efficiently and effectively

During the session, our Governor and Legislative Leaders made the following additions to WDVA's budget:

Policy Changes -

- ◆ **\$25,000 provided for an Eastern Washington Cemetery Study** - In conjunction with veterans'

associations and local government officials, the Department of Veterans Affairs will conduct a feasibility study of a veterans' cemetery in eastern Washington. The study shall include location, acquisition costs, projection of continued operations costs, and revenue sources for acquisition and operations. A final report of the findings shall be submitted no later than December 15, 2005.

◆ **\$25,000 provided to conduct Outreach for Returning Veterans** - Funding is provided for the development of a public service announcement outreach campaign directed at returning veterans from Operation Iraqi Freedom and Operation Enduring Freedom.

◆ **\$170,000 provided for the Post Traumatic Stress Disorder** - The post-traumatic stress counseling program is expanded to address the needs of veterans returning from Iraq and Afghanistan.

◆ **\$140,000 provided for the Veterans Conservation Corps** - Funding is provided for the Department of Veterans Affairs to assist with organization and development of the Veterans Conservation Corps established by Senate Bill 5539.

"Our Employees –The Key to Our Success"

Retsil employees were honored last month with an awards ceremony followed by an outstanding barbecued meal.

The **Distinguished Service Awards** were presented to:



Catherine Shaw,
Activity Director



Mary Tyson, Rec.
Specialist (left)



Theresa Stanton-
Grose, Dietary
Manager



Patty Hampton, Cook



Stanley Kajiyana,
Cook

Unavailable for pictures: Joan Newman, Sec. Spvr NS; Aida Monis, RN; Jovita Edgar, NAC and; Lilia Felix, NAC. also received the Distinguished Service Award.

Director's Awards: (Unavailable) Fe Caldejon, RN3 Night Shift Supervisor received the Director's Award for provided the direction and leadership so needed on night shift. She has embraced the agency's strategic plan and strives to support the effective utilization and development of staff.



Fred Browning, Plant Manager was given the Director's Award because he is an excellent leader. He championed the vision of the state-of-the-art nursing home facility, and produced outstanding results.



Marion Lazarus, Asst DNS accepts her Directors Award for demonstrated true leadership in facilitating staff through change and transition as management changed hands.



Barbara Culley received two Special Awards from all the staff for her extra efforts and outstanding leadership during the construction process.

Veteran Services field offices and central office staff held their annual recogniiton event June 25th. They shared a potluck meal and then enjoyed playing some Las Vegas games.

Staff members receiving awards were:



Jim Lochner,
Financial Analyst 5,
Distinguished
Service Award.



Lynda Reese, VBS 2,
Distinguished
Service Award.



Teri Goddard, FA 5,
Distinguished Service
Award and a 25 year
service pin.



Gary Condra, Budget
Manager, was
awarded the
Director's Award, for
setting an example of
the highest
achievement.



Willie Slusarski, VBS,
was awarded the
Director's Award for
his claims expertise,
shown by his 98%
success average.

The Soldiers Home held their annual recognition program on July 17th. Following the awards presentation everyone enjoyed barbequed hot dogs and hamburgers prepared by the recognition team.

Years of service pins were given to: 5 years: Janet Eveleth, Yvonne Dreesen, Krystal Freitas, Dennis Rodrigues, Kathy Willis, Tiana Recarte, and Zenaida Rodgers - 10 Years: Gloria Shurland, Richard Carmichael, Kari Arthur, James Smith, Norma Urquhart, Eric Magbaleta, and Leon Gines - 15 Years: Sandra Whitehead - 20 Years: Shannah Rongen - 25 Years: Harold Grammer and Sheryl Mounts.

Richard Miller, LPN received a Certificate of Excellence for accomplishing his duties in an outstanding manner that communicates caring towards the residents and his fellow staff members.



The Distinguished Service Award was given to the restorative team of (LtoR) Patty Moody; Marian Stephan; Sandra Whitehead; Becky Bonato; and Char Erickson. These employees maintain the highest quality and professional attitudes while increasing their case load. Keeping residents motivated to participate in exercises is a daily challenge which these employees embrace wholeheartedly.



Dennis Rodrigues, FA2 received the **Distinguished Service Award** for demonstrated professional skills in leadership and his unique way of motivating other staff.



The Directors Award was presented to Linda Delatorre, Plant Manager whose leadership skills and innovative methods communicate an exemplary professionalism and love for her staff and the residents.



Jon Clontz also received the **Director's Award**. Since his arrival in August of 2003, Jon has made a significant impact on the operations of the Soldiers Home. He brought with him an atmosphere of professionalism and technical insight that has served the agency very well.



Kudos Given to Colleen Gilbert



The Veterans of Foreign Wars State Dept. recently presented Colleen Gilbert, Public Information Specialist 2 a recognition plaque for exceptional and meritorious service to veterans of our state and their families. Thank you Colleen for going the extra mile in your work with our partners in Veteran Service Organizations!

Zero Deficiency Survey!

Retsil recently completed the "post occupancy" VA survey and had a requirement of 100% with no citations to be cleared by the Federal VA. Not only did Retsil meet this requirement, but surveyor Jon Beckham stated that this was the "best survey he had ever seen"!

This is a significant achievement in itself and an extraordinary achievement when you consider the fact that Retsil has had to manage huge projects one right after the other, significant changes and the pressure of moving.

"I have been blessed with many successful surveys due to great teams, however, this is the first zero deficiency survey I have had and I am sincerely proud of the crew at Retsil and honored to serve with them. I am inspired by the teamwork, dedication, preparation and planning that the staff puts into every project and the results speak for themselves. I wish to recognize this success, honor the Retsil employees for their effort and recognize that they are the reason for this achievement," stated Supt. Jon Clontz.

Keeping Our Population Safe & Healthy

Retsil recently received a letter and certificate of achievement and appreciation from the state Epidemiologist and the Center for Disease Control, for participation in the Washington State Sentinel Nursing Home Influenza Surveillance Program 2004-2005. This program is very important in identifying virus strains that are active in our state, promoting quick diagnosis and early prevention, lessening severity and mortality, projecting future vaccination needs and many other related areas that assist Washington in keeping our population safe and healthy. Spearheaded by Sally Shunn, infection control officer/clinician, this program enhances the lives of many people, provides valuable information and assists our state in keeping pace with the challenges we face in an ever increasingly complex medical society.

Campaigns and State Employees

The following information is intended to clarify Washington State law in regard to employee use of state resources – including employee time - for the purposes of campaigning or supporting / opposing initiatives or referendum. The November 2005 election will likely contain many issues of interest to WDVA employees; however, we must ensure the workplace remains free from activities ruled illegal by state law and the Executive Ethics Board.

WAC 292-110-010, the “de minimis” use of state resources rule, defines occasional and limited use of state resources for state employees. According to the Executive Ethics Board, “A de minimis use is a use that results in no actual cost to the state, or the cost to the state is so small as to be insignificant or negligible. A brief local phone call to make a medical or dental appointment is a de minimis use of state resources. The cost of a brief phone call is negligible and is not likely to interfere with your job.”

A state officer or employee may make an occasional but limited use of state resources only if **each** of the following conditions are met:

- ◆ There is little or no cost to the state;
- ◆ Any use is brief in duration, occurs infrequently, and is the most effective use of time or resources;
- ◆ The use does not interfere with the performance of the officer’s or employee’s official duties;
- ◆ The use does not disrupt or distract from the conduct of state business due to volume or frequency;
- ◆ The use does not disrupt other state employees and does not obligate them to make a personal use of state resources; and
- ◆ The use does not compromise the security or integrity of state property, information, or software.

Uses of state resources, no matter how large or small, which **are not** acceptable include:

- ◆ Any use for the purpose of conducting an outside business or private employment;
- ◆ Any use for the purpose of supporting, promoting the interests of, or soliciting for an outside organization or group, including, but not limited to: A private business, a nonprofit organization, or a political party (unless provided for by law or authorized by an agency head or designee);

- ◆ **Any use for the purpose of assisting a**

campaign for election of a person to an office or for the promotion of or opposition to a ballot proposition (initiative). Such a use of state resources is specifically prohibited by RCW 42.52.180, subject to the exceptions in RCW 42.52.180(2);

◆ **Any use for the purpose of participating in or assisting in an effort to lobby the state legislature, or a state agency head.** Such a use of state resources is specifically prohibited by RCW 42.17.190, subject to the exceptions in RCW 42.17.190(3);

◆ Any use related to conduct that is prohibited by a federal or state law or rule, or a state agency policy; and

◆ Any private use of any state property that has been removed from state facilities or other official duty stations, even if there is no cost to the state.

This rule clearly states that any use of state resources, including telephones, for anything involving political activity or campaigns is not allowed under state law. The Executive Ethics Board states, “The allowance for de minimis use does not apply to the following uses: conducting an outside business; political or campaign activities; commercial uses like advertising or selling products; solicitation on behalf of other persons unless approved by the agency head; and illegal activities.”

Nothing in RCW 42.52.180(1) or WAC 292-110 prohibits a state officer or state employee from assisting in a campaign during non-working hours. An officer or employee who assists in a campaign during non-working hours may not use any facilities of an agency. For example, if an employee’s hours are from 8am – 5pm, the employee may not assist in a campaign during these working hours, unless they are on a lunch break or on annual leave. If an officer or employee engages in campaign activity during the lunch break, the officer or employee may not make use of any of the facilities of the agency.

A list of frequently asked questions regarding the use of state resources can be found at <http://ethics.wa.gov/>.

If you have any questions on whether activities are allowed or not allowed, please contact your supervisor or Heidi Audette at (360) 725-2154 or by e-mail heidia@dva.wa.gov.